Quality Plan

Request Tickets Management System (RTMS)

1. Introduction

This document, together with other referenced documents, defines the responsibilities and procedures to be adopted to ensure that the data and information produced as part of Request Tickets Management System are reliable, fit for purpose and consistent with documented objectives and deliverables. It summarises the system of internal management that governs the decisions and instructions concerning project quality assurance.

2. Project Contractual Information

Proi	ect:	Request	Tickets	Mana	gement S	vstem	(RTMS	,)

3. Scope of Work and Quality Objectives

Scope of work:	Include a reference to the project proposal
OA Requirement:	

4. Project Organisation

Project Manager:

Shaun Mathew T. Ibañez

System Analyst:

Zian Denisse G. Vertudes

Quality Assurance:

Buena Alexey Talosig

Documentation:

Krisper Jane H. Bariuan

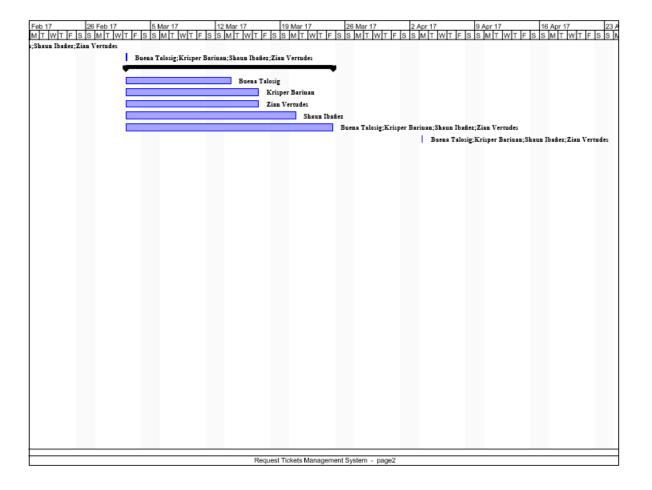
5. Project Duration and Scheduling

Start Date: 2/9/17 - 8:00 AM

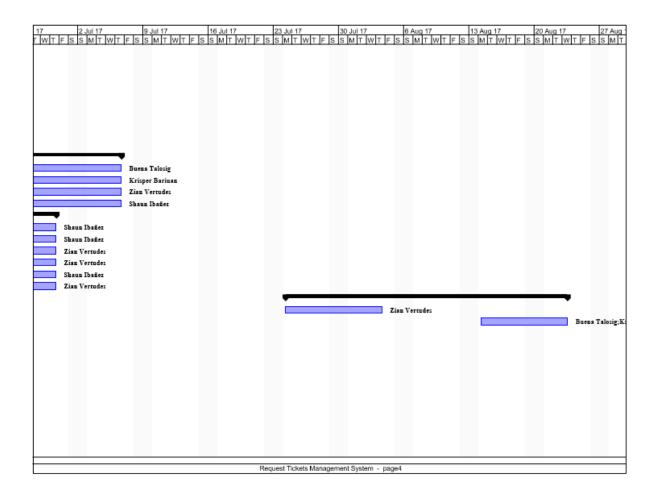
Completion Date:

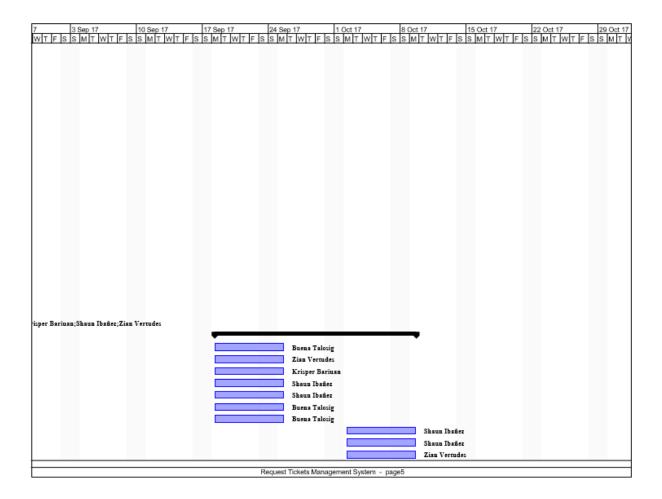
Scheduling of Activities:

	0	Name	Duration	Start	Finish	Pr	Resource Names	12 Feb 17
1	•	Initial Meeting	0.25 days?	2/9/17 8:00 AM	2/9/17 10:00 AM		Buena Talosig;Krisper Bariua	Buena Talosig; Krisper Bar
2	G	Meeting with client	0.031 days?	3/2/17 11:30 AM	3/2/17 11:45 AM		Buena Talosig:Krisper Bariua	
3	∱ !	Planning and Documen	17 days	3/2/17 8:00 AM	3/24/17 5:00 PM		Buena Talosig;Krisper Ba	
4		Introduction	8 days	3/2/17 8:00 AM	3/13/17 5:00 PM		Buena Talosig	
5		Review of Related Litera	11 days	3/2/17 8:00 AM	3/16/17 5:00 PM		Krisper Barluan	
6		Technical Background	11 days	3/2/17 8:00 AM	3/16/17 5:00 PM		Zian Vertudes	1
7		Requirement Analysis	13 days	3/2/17 8:00 AM	3/20/17 5:00 PM		Shaun Ibañez	
8		Review and Consolidation	17 days	3/2/17 8:00 AM	3/24/17 5:00 PM		Buena Talosig;Krisper Bariua	
9	•	Defense	0.25 days	4/3/17 8:00 AM	4/3/17 10:00 AM		Buena Talosig:Krisper Bariua	
10	□ ★!	Revision of documents	11 days?	6/22/17 8:00 AM	7/6/17 5:00 PM		Buena Talosig;Krisper Ba	
11		Introduction	11 days?	6/22/17 8:00 AM	7/6/17 5:00 PM		Buena Talosig	
12	•	Review of Related Litera	11 days?	6/22/17 8:00 AM	7/6/17 5:00 PM		Krisper Bariuan	
13		Technical Background	11 days?	6/22/17 8:00 AM	7/6/17 5:00 PM		Zian Vertudes	
14		Requirement Analysis	11 days?	6/22/17 8:00 AM	7/6/17 5:00 PM		Shaun Ibañez	
15	∱!	Diagrams	7 days?	6/21/17 8:00 AM	G/29/17 5:00 PM		Buena Talosig;Krisper Ba	
16	G	Use Case	7 days?	6/21/17 8:00 AM	6/29/17 5:00 PM		Shaun Ibafiez	
17		Entity Relationship Diagram	7 days	6/21/17 8:00 AM	6/29/17 5:00 PM		Shaun Ibañez	
18	G	Data Flow Diagram	7 days	6/21/17 8:00 AM	6/29/17 5:00 PM		Zian Vertudes	
19	G	Activity Diagram	7 days?	6/21/17 8:00 AM	6/29/17 5:00 PM		Zian Vertudes	
20		Sequence Diagram	7 days?	6/21/17 8:00 AM	6/29/17 5:00 PM		Shaun Ibañez	
21	G	Conceptual Framework	7 days?	6/21/17 8:00 AM	6/29/17 5:00 PM		Zian Vertudes	
22	□ ★!	Prototyping	22.75 days?	7/24/17 8:00 AM	8/23/17 3:00 PM		Buena Talosig;Krisper Ba	
23		Wireframes	9 days	7/24/17 8:00 AM	8/3/17 5:00 PM		Zian Vertudes	
24	G	Mobile Application	7.75 days?	8/14/17 8:00 AM	8/23/17 3:00 PM		Buena Talosig:Krisper Bariua	
25	□ ★!	UML Diagrams	16 days	9/18/17 8:00 AM	10/9/17 5:00 PM		Buena Talosig;Krisper Ba	
26		Communication Diagram	6 days	9/18/17 8:00 AM	9/25/17 5:00 PM		Buena Talosig	
27		Class Diagram	6 days	9/18/17 8:00 AM	9/25/17 5:00 PM		Zian Vertudes	
28		Object Diagram	6 days	9/18/17 8:00 AM	9/25/17 5:00 PM		Krisper Bariuan	
29		Use Case	6 days	9/18/17 8:00 AM	9/25/17 5:00 PM		Shaun Ibañez	
30		Sequence	6 days	9/18/17 8:00 AM	9/25/17 5:00 PM		Shaun Ibafiez	
31		State	6 days	9/18/17 8:00 AM	9/25/17 5:00 PM		Buena Talosig	
32		Timing	6 days	9/18/17 8:00 AM	9/25/17 5:00 PM		Buena Talosig	
33		Composite Structure	6 days	10/2/17 8:00 AM	10/9/17 5:00 PM		Shaun Ibañez	
34	a	Interaction Over	6 days	10/2/17 8:00 AM	10/9/17 5:00 PM		Shaun Ibañez	
	C	Deployment	6 days	10/2/17 8:00 AM	10/9/17 5:00 PM		Zian Vertudes	1



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	Rec	uest Tickets Management System - pag	e3	





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		Request Tickets N	fanagement System - page6		

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	8	Name	Duration	Start	Finish	Pr	Resource Names	12 Feb 17 19 M T W T F S S M T W T F S S
36		Component	6 days	9/18/17 8:00 AM	9/25/17 5:00 PM		Krisper Bariuan	
37		Package	6 days	10/2/17 8:00 AM	10/9/17 5:00 PM		Zian Vertudes	
38		Vision and Scope Requirem	0.25 days	10/8/17 8:00 AM	10/9/17 10:00 AM		Buena Talosig:Krisper Bariua	
39		SPS	3.5 days?	10/16/17 8:00 AM	10/19/17 1:00 PM		Buena Talosig;Krisper Bariua	
40	₩.	System	137 daya?	6/15/17 8:00 AM	12/22/17 5:00 PM		Buena Talosig;Krisper Ba	
41		Dashboard	50 days?	10/16/17 8:00 AM	12/22/17 5:00 PM		Buena Talosig;Krisper Bariua	
42		Backend	137 days?	6/15/17 8:00 AM	12/22/17 5:00 PM		Buena Talosig;Krisper Bariua	
43		Mobile Application	95 days?	8/14/17 8:00 AM	12/22/17 5:00 PM		Buena Talosig;Krisper Bariua	
				Request Tickets	Management System -	page8		

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	Request Tickets Management System - page9	
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												Zian Ver			
												Buena Tal	losig;Krisper Barit	ısn;Shaun Ibañez;Zia	n Vertudes
														Buena Talosig;Kr	isper Bariuan;Shaun
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Req	uest Ticke	ns Manag	ement	System	ı - page	14

6. **Deliverables**

Progress Reports:



Project Status Report

Project Name:

Request and Complaint Tickets Management System

Department:

School of Computing and Information Technologies

Focus Area:

Taal Vista Hotel

Product/Process: Android Application

Prepared By:

Document Owner(s)	Project/Organization Role	
IBAÑEZ, Shaun Mathew T.	Project Manager	
BARIUAN, Krisper Jane H.	Documentations	
VERTUDES, Zian Denisse G.	Systems Analyst	
TALOSIG, Buena Alexey Y.	QA Staff	

Project Status Report Version Control

Version	Date	Author	Change Description	
1.0	9/22/17	Shaun Ibañez	Document created	

TABLE OF CONTENTS

1	PROJE	ECT STATUS REPORT PURPOSE	3
2	PROJE	ECT STATUS REPORT TEMPLATE	4.0
	2.1	Project Status Report Details	2
	2.2	Project Status Report Template	0.0
3	PROJE	ECT STATUS REPORT APPROVALS	4
4	APPE	NDICES	
	4.1	Document Guidelines	Ş
	4.2	Project Status Report Sections Omitted	4

Confidential Page 2 9/22/2017

Project Status Report

1 PROJECT STATUS REPORT PURPOSE

The Project Status Report is a document that Project Managers may use as a means of formal regular reporting on the status of a project to key project stakeholders, including the Steering Committee, Project Sponsor, and Senior Manager.

2 PROJECT STATUS REPORT TEMPLATE

2.1 Project Status Report Details

- Status of the Project
 - The project aims to create a system for Taal Vista wherein requests and complaints by guests can be tracked, recorded and analysed.
 - Early prototype has been created, and key diagrams have been designed. Also, the documentations have been established.
 - More in-depth UML diagrams are to be designed and prototype has to be further developed.
- Budget Report N/A
- Risk Management Report N/A
- Issues Report N/A
- · Project Recommendation
 - Development of application should be more organized and coordinated. Team members should be more involved in each other's work

2.2 Project Status Report Template

Project Name		
Prepared By: Shaun Ibañez	Date: 9/22/17	Reporting Period: 9/22/17 to 9/25/17
Project Overall Status: Designing system throug system.	gh more in-depth diagrams ar	re required before further development of the
Project Summary: Documentations have be with developing the syste		ystem analysis is required before proceeding

Confidential Page 3 9/22/2017

Project Status Report

M	lestone Deliverables	Due Date	% Completed	Deliverable Status
M	lestone 1			
•	Migrating files to OneNote	9/25/17	100%	On Schedule
•	Setting-up repository for MCSPROJ	9/25/17	100%	On Schedule
•	Class Diagram, Communication Diagram and Object Diagram	9/25/17	33%	Behind Schedule
•	Acquire an adviser for the project	9/21/17	100%	On Schedule

Milestone Deliverables scheduled for completion over next period

Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			0
 UML Diagrams 	10/5/17	15%	On Schedule

Project impact of milestone success or failure for project remainder

Setting up and organizing files for MCSPROJ for easier flow of development. Also, diagrams are to be created for ease of developing the system.

Objectives for Next Project Status Overview

Most of the UML diagrams, setting up of repositories and organization of files will be finished. Development of services and application will be easier.

3 PROJECT STATUS REPORT APPROVALS

Prepared by

Shaun Mathew T. Ibañez Project Manager

Approved by

Project Advisor 9 4 1

		Report

APPENDICES

4.1 Document Guidelines

4.2 Project Status Report Sections Omitted

- Project Budget/Financial Status
 Project Risk Management Status
 Project Issue Management Status
 Related Project Information

Confidential Page 5 9/22/2017



Project Name:

Request and Complaint Tickets Management System

Department:

School of Computing and Information Technologies

Focus Area:

Taal Vista Hotel

Product/Process: Android Application

Prepared By:

Document Owner(s)	Project/Organization Role
IBAÑEZ, Shaun Mathew T.	Project Manager
BARIUAN, Krisper Jane H.	Documentations
VERTUDES, Zian Denisse G.	Systems Analyst
TALOSIG, Buena Alexey Y.	QA Staff

Project Status Report Version Control

Version	Date	Author	Change Description
1.0	9/22/17	Shaun Ibañez	Document created
1.1	10/01/17	Shaun Ibañez	Second reporting period status

Confidential PSR - October 2

Last printed on 10/5/2017 6:48:00 AM

Project Status Report

TABLE OF CONTENTS

1	PROJI	ECT STATUS REPORT PURPOSE	. 3
2	PROJI	ECT STATUS REPORT TEMPLATE	. 3
	2.1	Project Status Report Details	. 3
	2.2	Project Status Report Template	. 3
3	PROJI	ECT STATUS REPORT APPROVALS	.4
4	APPE	NDICES	. 5
	4.1	Document Guidelines	. 5
	4.2	Project Status Report Sections Omitted	.5

Confidential	Page 2	10/5/2017

1 PROJECT STATUS REPORT PURPOSE

The Project Status Report is a document that Project Managers may use as a means of formal regular reporting on the status of a project to key project stakeholders, including the Steering Committee, Project Sponsor, and Senior Manager.

2 PROJECT STATUS REPORT TEMPLATE

2.1 Project Status Report Details

- · Status of the Project
 - The project aims to create a system for Taal Vista wherein requests and complaints by guests can be tracked, recorded and analysed.
 - Early prototype has been created, and key diagrams have been designed. Also, the documentations have been established.
 - More in-depth UML diagrams are to be designed and prototype has to be further developed.
- Budget Report N/A
- Risk Management Report N/A
- Issues Report N/A
- Project Recommendation
 - Development of application should be more organized and coordinated. Team members should be more involved in each other's work

2.2 Project Status Report Template

Project Name		
Prepared By: Shaun Ibañez	Date: 10/01/17	Reporting Period: 9/25/17 to 10/01/17
Project Overall Status: Designing system throug system.	gh more in-depth diagrams an	e required before further development of the
Project Summary: First few diagrams have I	been created.	

M	lestone Deliverables	Due Date	% Completed	Deliverable Status
M	lestone 1			
•	Migrating files to OneNote	9/25/17	100%	On Schedule
•	Setting-up repository for MCSPROJ	9/25/17	100%	On Schedule
•	Class Diagram, Communication Diagram and Object Diagram	9/25/17	100%	On Schedule
•	Acquire an adviser for the project	9/21/17	100%	On Schedule

Milestone Deliverables scheduled for completion over next period

Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
UML Diagrams	10/5/17	50%	On Schedule

Project impact of milestone success or failure for project remainder

Setting up and organizing files for	First two and a half weeks of MCSPROJ will
MCSPROJ for easier flow of development. Also, diagrams are to be created for ease of developing the system.	be dedicated to designing the UML diagrams not created in MSYADD

Objectives for Next Project Status Overview

Most of the UML diagrams, setting up of repositories and organization of files will be finished. Development of services and application will be easier.

10/5/2017

3 PROJECT STATUS REPORT APPROVALS

Prepared by

Shaun Mathew T. Ibañez Project Manager

Approved by

Confidential Page 4

	Proje	ect Status Report	
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4	APPENDICES		•
4.1	Document Guidelines		
4.2	Project Status Report Sectio	ns Omitted	
:	Project Budget/Financial Status Project Risk Management Status Project Issue Management Status Related Project Information		
•		, ,	•
Con	fidential	Page 5	10/5/2017



Project Name:

Request :

Tickets Management System

Department:

School of Computing and Information Technologies

Focus Area:

Taal Vista Hotel

Product/Process: Android Application

Prepared By:

Document Owner(s)	Project/Organization Role
IBAÑEZ, Shaun Mathew T.	Project Manager
BARIUAN, Krisper Jane H.	Documentations
VERTUDES, Zian Denisse G.	Systems Analyst
TALOSIG, Buena Alexey Y.	QA Staff

Project Status Report Version Control

Version	Date	Author	Change Description
1.0	9/22/17	Shaun Ibañez	Document created
1.1	10/01/17	Shaun Ibañez	Second reporting period status
1.2	10/08/17	Shaun Ibañez	Third reporting period status

Confidential PSR - October 9.docx Last printed on 10/16/2017 9:55:00 AM

TABLE OF CONTENTS

1	PRO	JECT STATUS REPORT PURPOSE	d
2	PRO	JECT STATUS REPORT TEMPLATE	
	2.1	Project Status Report Details	
	2.2	Project Status Report Template	
3	PRO.	JECT STATUS REPORT APPROVALS	
4	APP	ENDICES	
	4.1	Document Guidelines	
	4.2	Project Status Report Sections Omitted	

Confidential Page 2 10/16/2017

Project Status Report

1 PROJECT STATUS REPORT PURPOSE

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2 PROJECT STATUS REPORT TEMPLATE

2.1 Project Status Report Details

- · Status of the Project
 - The project aims to create a system for Taal Vista wherein requests and complaints by guests can be tracked, recorded and analysed.
 - Early prototype has been created, and key diagrams have been designed. Also, the documentations have been established.
 - More in-depth UML diagrams are to be designed and prototype has to be further developed.
- Budget Report N/A
- Risk Management Report N/A
- Issues Report N/A
- Project Recommendation
 - Development of application should be more organized and coordinated. Team members should be more involved in each other's work

2.2 Project Status Report Template

Project Name		
Prepared By: Shaun Ibañez	Date: 10/01/17	Reporting Period: 9/25/17 to 10/01/17
Project Overall Status: Designing system throug system.	gh more in-depth diagrams an	e required before further development of the
Project Summary: First few diagrams have	been created.	

Confidential Page 3 10/16/2017

Project Status Report

M	ilestone Deliverables	Due Date	% Completed	Deliverable Status
M	llestone 1			
•	Migrating files to OneNote	9/25/17	100%	On Schedule
•	Setting-up repository for MCSPROJ	9/25/17	100%	On Schedule
•	Class Diagram, Communication Diagram and Object Diagram	9/25/17	100%	On Schedule
•	Acquire an adviser for the project	9/21/17	100%	On Schedule
	UML Diagrams	10/5/17	100%	On Schedule

Milestone Deliverables scheduled for completion over next period

Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
System 50%	10/12/17	75%	On Schedule
• SRS	10/23/17	60%	On Schedule

Project impact of milestone success or failure for project remainder

Setting up and organizing files for MCSPROJ for easier flow of development. Also, diagrams are to be created for ease of developing the system.

Objectives for Next Project Status Overview

Most of the UML diagrams, setting up of repositories and organization of files will be finished. Development of services and application will be easier.

Page 5

10/16/2017

Confidential



Project Name:

Request:

Fickets Management System

Department:

School of Computing and Information Technologies

Focus Area:

Taal Vista Hotel

Product/Process: Android Application

Prepared By:

Document Owner(s)	Project/Organization Role
IBAÑEZ, Shaun Mathew T.	Project Manager
BARIUAN, Krisper Jane H.	Documentations
VERTUDES, Zian Denisse G.	Systems Analyst
TALOSIG, Buena Alexey Y.	QA Staff

Project Status Report Version Control

Version	rsion Date Author		Change Description					
1.0	9/22/17	Shaun Ibañez	Document created					
1.1	10/01/17	Shaun Ibañez	Second reporting period status					
1.2	10/08/17	Shaun Ibañez	Third reporting period status					
1.3	10/16/17	Shaun Ibañez	Fourth reporting period status					

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Project Status Report

TABLE OF CONTENTS

1	PRO.	JECT STATUS REPORT PURPOSE	3
2	PRO	JECT STATUS REPORT TEMPLATE	3
	2.1	Project Status Report Details	3
	2.2	Project Status Report Template	3
3	PRO	JECT STATUS REPORT APPROVALS	5
4	APP	ENDICES	5
	4.1	Document Guidelines	5
	4.2	Project Status Report Sections Omitted	5

1 PROJECT STATUS REPORT PURPOSE

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2 PROJECT STATUS REPORT TEMPLATE

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 - Early prototype has been created, and key diagrams have been designed. Also, the documentations have been established.
 - More in-depth UML diagrams are to be designed and prototype has to be further developed.
- Budget Report N/A
- Risk Management Report N/A
- Issues Report N/A
- · Project Recommendation
 - Development of application should be more organized and coordinated. Team members should be more involved in each other's work

2.2 Project Status Report Template

Project Name		
Prepared By: Shaun Ibañez	Date: 10/01/17	Reporting Period: 9/25/17 to 10/01/17
Project Overall Status: Designing system throug system.	gh more in-depth diagrams are	e required before further development of the
Project Summary: First few diagrams have	been created.	

Milestone Deliverables performance reporting over last period

Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
 Migrating files to OneNot 	te 9/25/17	100%	On Schedule
 Setting-up repository for MCSPROJ 	9/25/17	100%	On Schedule
 Class Diagram, Communication Diagram and Object Diagram 	9/25/17	100%	On Schedule
 Acquire an adviser for the project 	e 9/21/17	100%	On Schedule
UML Diagrams	10/5/17	100%	On Schedule
System 50%	10/12/17	100%	On Schedule

Milestone Deliverables scheduled for completion over next period

Milestone 1		Deliverable Status	
Milestone 1			0 5 = 5 = 5
• SRS	10/23/17	70%	On Schedule

Project impact of milestone success or failure for project remainder

Setting up and organizing files for MCSPROJ will be dedicated to designing the UML Also, diagrams are to be created for ease of Also, diagrams are to be created for ease of developing the system.

Objectives for Next Project Status Overview

Most of the UML diagrams, setting up of repositories and organization of files will be finished. Development of services and application will be easier.

Page 5

10/16/2017

Confidential



Project Name:

Request and Complaint Tickets Management System

Department:

School of Computing and Information Technologies

Focus Area:

Taal Vista Hotel

Product/Process: Android Application

Prepared By:

Document Owner(s)	Project/Organization Role
IBAÑEZ, Shaun Mathew T.	Project Manager
BARIUAN, Krisper Jane H.	Documentations
VERTUDES, Zian Denisse G.	Systems Analyst
TALOSIG, Buena Alexey Y.	QA Staff

Project Status Report Version Control

Version	Date	Author	Change Description				
1.0	9/22/17 Shaun Ibañez		Document created				
1.1	10/01/17	Shaun Ibañez	Second reporting period status				
1.2	10/08/17	Shaun Ibañez Third reporting period status					
1.3	10/16/17	Shaun Ibañez	Fourth reporting period status				
1.4	10/23/17	Shaun Ibañez	Fifth reporting period status				

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Project Status Report

TABLE OF CONTENTS

1	PRO.	JECT STATUS REPORT PURPOSE	3
2	PRO	JECT STATUS REPORT TEMPLATE	3
	2.1	Project Status Report Details	3
	2.2	Project Status Report Template	3
3	PRO.	JECT STATUS REPORT APPROVALS	5
4	APP	ENDICES	5
	4.1	Document Guidelines	5
	4.2	Project Status Report Sections Omitted	5

1 PROJECT STATUS REPORT PURPOSE

The Project Status Report is a document that Project Managers may use as a means of formal regular reporting on the status of a project to key project stakeholders, including the Steering Committee, Project Sponsor, and Senior Manager.

2 PROJECT STATUS REPORT TEMPLATE

2.1 Project Status Report Details

- · Status of the Project
 - The project aims to create a system for Taal Vista wherein requests and complaints by guests can be tracked, recorded and analysed.
 - Early prototype has been created, and key diagrams have been designed. Also, the documentations have been established.
 - More in-depth UML diagrams are to be designed and prototype has to be further developed.
- Budget Report N/A
- · Risk Management Report N/A
- Issues Report N/A
- Project Recommendation
 - Development of application should be more organized and coordinated. Team members should be more involved in each other's work

2.2 Project Status Report Template

Project Name		
Prepared By: Shaun Ibañez	Date: 10/01/17	Reporting Period: 9/25/17 to 10/01/17
Project Overall Status: Designing system throu system.	gh more in-depth diagrams an	e required before further development of th
Project Summary: First few diagrams have	heen created.	

Confidential Page 3 10/29/2017

Mi	lestone Deliverables	Due Date	% Completed	Deliverable Status
Mi	lestone 1	10	v-	
•	Migrating files to OneNote	9/25/17	100%	On Schedule
•	Setting-up repository for MCSPROJ	9/25/17	100%	On Schedule
•	Class Diagram, Communication Diagram and Object Diagram	9/25/17	100%	On Schedule
•	Acquire an adviser for the project	9/21/17	100%	On Schedule
	UML Diagrams	10/5/17	100%	On Schedule
•	System 50%	10/12/17	100%	On Schedule
	SRS	10/23/17	100%	On Schedule

Milestone Deliverables scheduled for completion over next period

Milestone Deliverables	1 10/23/17 2 Application 12/22/17 2 10/23/17	te % Completed Deliverable t				
Milestone 1	- 53					
 Dashboard 	10/23/17	25%	On Schedule			
Mobile Application	12/22/17	15%	On Schedule			
Backend	10/23/17	100%	On Schedule			
Gantt chart	10/30/17	50%	On Schedule			
	100000000000000000000000000000000000000	September 1	West Control of Control of Control			

Project impact of milestone success or failure for project remainder

Developing	the	actual	system	which	is	From	now	until	finals,	more	focus	in	the
Developing the actual system which is crucial to the whole project.			devel										

Objectives for Next Project Status Overview

More development with regards to the system.

PROJECT STATUS REPORT APPROVALS

Prepared by

Shaun Mathew T. Ibañez Project Manager

Approved by

APPENDICES

4.1 Document Guidelines

4.2 Project Status Report Sections Omitted

- Project Budget/Financial Status
 Project Risk Management Status
 Project Issue Management Status
- Related Project Information



Project Name:

Request and Complaint Tickets Management System

Department:

School of Computing and Information Technologies

Focus Area:

Taal Vista Hotel

Product/Process: Android Application

Prepared By:

Document Owner(s)	Project/Organization Role
IBAÑEZ, Shaun Mathew T.	Project Manager
BARIUAN, Krisper Jane H.	Documentations
VERTUDES, Zian Denisse G.	Systems Analyst
TALOSIG, Buena Alexey Y.	QA Staff

Project Status Report Version Control

Version	Date	Author	Change Description
1.0	9/22/17	Shaun Ibañez	Document created
1.1	10/01/17	Shaun Ibañez	Second reporting period status
1.2	10/08/17	Shaun Ibañez	Third reporting period status
1.3	10/16/17	Shaun Ibañez	Fourth reporting period status
1.4	10/23/17	Shaun Ibañez	Fifth reporting period status
1.5	10/30/17	Shaun Ibañez	Sixth reporting period status

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Project Status Report

TABLE OF CONTENTS

1	PROJE	ECT STATUS REPORT PURPOSE	3
2	PROJE	ECT STATUS REPORT TEMPLATE	3
	2.1	Project Status Report Details	9
	2.2	Project Status Report Template	673
3	PROJE	ECT STATUS REPORT APPROVALS	5
4	APPE	NDICES	
	4.1	Document Guidelines	Ę
	4.2	Project Status Report Sections Omitted	ē

1 PROJECT STATUS REPORT PURPOSE

The Project Status Report is a document that Project Managers may use as a means of formal regular reporting on the status of a project to key project stakeholders, including the Steering Committee, Project Sponsor, and Senior Manager.

2 PROJECT STATUS REPORT TEMPLATE

2.1 Project Status Report Details

- · Status of the Project
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 - More in-depth UML diagrams are to be designed and prototype has to be further developed.
- Budget Report N/A
- Risk Management Report N/A
- Issues Report N/A
- Project Recommendation
 - Development of application should be more organized and coordinated. Team members should be more involved in each other's work

2.2 Project Status Report Template

Project Name		
Prepared By: Shaun Ibañez	Date: 10/01/17	Reporting Period: 9/25/17 to 10/01/17
Project Overall Status: Designing system through system.	gh more in-depth diagrams are	e required before further development of th
Project Summary: First few diagrams have	heen created	

Milestone	Dolivorablee	performance	reporting	over last	t period
Millestone	Denverables	periormance	reporting	Over less	Delloa

Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
 Migrating files to OneNote 	9/25/17	100%	On Schedule
 Setting-up repository for MCSPROJ 	9/25/17	100%	On Schedule
 Class Diagram, Communication Diagram and Object Diagram 	9/25/17	100%	On Schedule
 Acquire an adviser for the project 	9/21/17	100%	On Schedule
 UML Diagrams 	10/5/17	100%	On Schedule
System 50%	10/12/17	100%	On Schedule
• SRS	10/23/17	100%	On Schedule
Gantt chart	10/30/17	100%	On Schedule
Backend	10/23/17	100%	On Schedule

Milestone Deliverables scheduled for completion over next period

Due Date	% Completed	Deliverable Status
	All Control of the Co	
10/30/17	50%	On Schedule
12/22/17	15%	On Schedule
	10/30/17	10/30/17 50%

Project impact of milestone success or failure for project remainder

Developing the actual system which is crucial to the whole project.

From now until finals, more focus in the development of the system

Objectives for Next Project Status Overview

More development with regards to the system.

PROJECT STATUS REPORT APPROVALS

Prepared by

Shaun Mathew T. Ibañez Project Manager

Project Advisor

Approved by

APPENDICES

4.1 Document Guidelines

4.2 Project Status Report Sections Omitted

- Project Budget/Financial Status
 Project Risk Management Status
 Project Issue Management Status
 Related Project Information



Project Name:

Request Tickets Management System

Department:

School of Computing and Information Technology

Focus Area:

Taas Vista Hotel

Product/Process: Android Application

Prepared By:

Document Owner(s)	Project/Organization Role
IBAÑEZ, Shaun Mathew T.	Project Manager
BARIUAN, Krisper Jane H.	Documentations
VERTUDES, Zian Denisse G.	Systems Analyst
TALOSIG, Buena Alexey Y.	QA Staff

Project Status Report Version Control

Version	Date	Author	Change Description
1.0	9/22/17	Shaun Ibañez	Document created
1.1	10/01/17	Shaun Ibañez	Second reporting period status
1.2	10/08/17	Shaun Ibañez	Third reporting period status
1.3	10/16/17	Shaun Ibañez	Fourth reporting period status
1.4	10/23/17	Shaun Ibañez	Fifth reporting period status
1.5	10/30/17	Shaun Ibañez	Sixth reporting period status
1.6	11/06/17	Shaun Ibañez	Seventh reporting period status

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PSR- November 6.docx Last printed on 11/3/2017 8:56:00 AM

TABLE OF CONTENTS

		Project Status Report	
C	onfiden	tial Page 2 11/3/20	17
	4.2	Project Status Report Sections Omitted	5
	4.1	Document Guidelines	5
4	APPE	ENDICES	5
3	PRO.	JECT STATUS REPORT APPROVALS	4
	2.2	Project Status Report Template	3
	2.1	Project Status Report Details	3
2	PRO	JECT STATUS REPORT TEMPLATE	3
1	PRO.	JECT STATUS REPORT PURPOSE	3

PROJECT STATUS REPORT PURPOSE

The Project Status Report is a document that Project Managers may use as a means of formal regular reporting on the status of a project to key project stakeholders, including the Steering Committee, Project Sponsor, and Senior Manager.

PROJECT STATUS REPORT TEMPLATE

2.1 Project Status Report Details

- · Status of the Project
 - The project aims to create a system for Taal Vista wherein requests and complaints by guests can be tracked, recorded and analysed.
 - Early prototype has been created, and key diagrams have been designed. Also, the documentations have been established.
 - o More in-depth UML diagrams are to be designed and prototype has to be further developed.
- Budget Report N/A
- Risk Management Report N/A
- Issues Report N/A
- Project Recommendation
 - Development of application should be more organized and coordinated.
 Team members should be more involved in each other's work

2.2 Project Status Report Template

Project Name		
Prepared By: Shaun Ibañez	Date: 11/03/17	Reporting Period: 11/06/17 to 11/11/17
	•	
Project Overall Status: Revision of documents further development of		anel's suggestions are required before

Confidential Page 3 11/3/2017

Milestone Deliverables performance reporting over last period

Project Status Report

Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
 Migrating files to OneNote 	9/25/17	100%	On Schedule
 Setting-up repository for MCSPROJ 	9/25/17	100%	On Schedule
 Class Diagram, Communication Diagram and Object Diagram 	9/25/17	100%	On Schedule
 Acquire an adviser for the project 	9/21/17	100%	On Schedule
UML Diagrams	10/05/17	100%	On Schedule
System 50%	10/12/17	100%	On Schedule
• SRS	10/23/17	100%	On Schedule
Gantt Chart	10/30/17	100%	On Schedule
Backend	10/23/17	100%	On Schedule

Milestone Deliverables scheduled for completion over next period

Due Date	% Completed	Deliverable Status
10		
12/22/17	70%	On Schedule
12/22/17	30%	On Schedule
12/22/17	50%	On Schedule
	12/22/17	12/22/17 70% 12/22/17 30%

Project impact of milestone success or failure for project remainder

Developing the actual system which is	From now until finals, more focus in the
crucial to the whole project.	development of the system

Objectives for Next Project Status Review

More development with regards the system

PROJECT STATUS REPORT APPROVALS Prepared by Confidential 11/3/2017 Page 4 Project Status Report Shaur Mathew T. loanez Project Manager Approved by **APPENDICES** 4.1 Document Guidelines 4.2 Project Status Report Sections Omitted Project Budget/Financial Status Project Risk Management Status Project Issue Management Status Related Project Information 11/3/2017 Confidential Page 5



Request Tickets Management System Project Name:

Department: School of Computing and Information Technology

Focus Area: **Taal Vista Hotel** Product/Process: Android Application

Prepared By:

Project/Organization Role
Project Manager
Documentations
Systems Analyst
QA Staff

Project Status Report Version Control

Version	Date	Author	Change Description
1.0	9/22/17	Shaun Ibañez	Document created
1.1	10/01/17	Shaun Ibañez	Second reporting period status
1.2	10/08/17	Shaun Ibañez	Third reporting period status
1.3	10/16/17	Shaun Ibañez	Fourth reporting period status
1.4	10/23/17	Shaun Ibañez	Fifth reporting period status
1.5	10/30/17	Shaun Ibañez	Sixth reporting period status
1.6	11/06/17	Shaun Ibañez	Seventh reporting period status
1.7	11/13/17	Shaun Ibañez	Eighth reporting period status

Confidential

PSR- November 13.docx Last printed on 11/7/2017 8:56:00 AM

TABLE OF CONTENTS

Confider	ntial	Page 2 11/3/20	17							
4	2	Project Status Report Sections Omitted	5							
4	1	Document Guidelines	. 5							
4A P	PENI	DICES	5							
₃P R	3P ROJECT STATUS REPORT APPROVALS									
2	2	Project Status Report Template	3							
2	1	Project Status Report Details	3							
₂P R	OJE	CT STATUS REPORT TEMPLATE	3							
1PR	ROJECTSTATUSREPORTPURPOSE3									

Project Status Report

1 PROJECT STATUS REPORT PURPOSE

The Project Status Report is a document that Project Managers may use as a means of formal regular reporting on the status of a project to key project stakeholders, including the Steering Committee, Project Sponsor, and Senior Manager.

2 PROJECT STATUS REPORT TEMPLATE

2.1 Project Status Report Details

- Status of the Project
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 - More in- depth UML diagrams are to be designed and prototype has to be further developed.
- Budget Report N/A
- Risk Management Report N/A
- Issues Report N/A
- ☐ Project Recommendation
 - Development of application should be more organized and coordinated.
 Team members should be more involved in each other's work

2.2 Project Status Report Template

Prepared By: Shaun Ibañez	Date: 11/13/17	Reporting Period: 11/13/17 to 11/18/17
Project Overall Status:	and disgrams based on the s	anel's suggestions are required
Revision of documents before further developn		and a daggestions are required

Confidential Page 3 11/3/2017

Project Status Report

Milestone Deliverables	Due Date	% Completed	Deliverable Status		
Milestone 1			10		
Migrating files to OneNote	9/25/17	100%	On Schedule		
Setting-up repository for MCSPROJ	9/25/17	100%	On Schedule		
Class Diagram, Communication Diagram and Object Diagram	9/25/17	100%	On Schedule		
 Acquire an adviser for the project 	9/21/17	100%	On Schedule		
UML Diagrams	10/05/17	100%	On Schedule		
System 50%	10/12/17	100%	On Schedule		
• SRS	10/23/17	100%	On Schedule		
Gantt Chart	10/30/17	100%	On Schedule On Schedule		
Backend	10/23/17	100%			
 Estimate 	11/9/17	100%	On Schedule		

Milestone Deliverables scheduled for completion over next period

Due Date	% Completed	Deliverable Status
90/		.V
12/22/17	70%	On Schedule
12/22/17	30%	On Schedule
12/22/17	70%	On Schedule
	12/22/17	12/22/17 70% 12/22/17 30%

Project impact of milestone success or failure for project remainder

Developing the actual system which is	From now until finals, more focus in the
crucial to the whole project.	development of the system

Objectives for Next Project Status Review

More development with regards the system

PROJECT STATUS REPORT APPROVALS 11/3/2017 Confidential Page 4 Project Status Report Prepared by Shaun Mathew T. Ibañez Project Manager Approved by **APPENDICES** 4.1 Document Guidelines

4.2 Project Status Report Sections Omitted

Project Budget/Financial Status Project Risk Management Status Project Issue Management Status Related Project Information



Project Name: Request Tickets Management System

Department: School of Computing and Information Technology

Focus Area: Taas Vista Hotel
Product/Process: Android Application

Prepared By:

Document Owner(s)	Project/Organization Role
IBAÑEZ, Shaun Mathew T.	Project Manager
BARIUAN, Krisper Jane H.	Documentations
VERTUDES, Zian Denisse G.	Systems Analyst
TALOSIG, Buena Alexey Y.	QA Staff

Project Status Report Version Control

Version	Date	Author	Change Description
1.0	9/22/17	Shaun Ibañez	Document created
1.1	10/01/17	Shaun Ibañez	Second reporting period status
1.2	10/08/17	Shaun Ibañez	Third reporting period status
1.3	10/16/17	Shaun Ibañez	Fourth reporting period status
1.4	10/23/17	Shaun Ibañez	Fifth reporting period status
1.5	10/30/17	Shaun Ibañez	Sixth reporting period status
1.6	11/06/17	Shaun Ibañez	Seventh reporting period status
1.7	11/13/17	Shaun Ibañez	Eighth reporting period status
1.8	11/20/17	Shaun Ibañez	Ninth reporting period status

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PSR-November 20.docx

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TABLE OF CONTENTS

Co	nfidentia	ı					Page	2.			1	1/19/20	17
	4.2	rigeu	Gialus	перин	Geoloni	. 0111	indu						,
	4.2	Project	Status	Report	Sections	: Om	itted						5
	4.1	Docume	ent Gu	idelines					 	 	 		. 5
4	APPEN	DICES							 	 	 		5
3	PROJE	CT STA	TUS	REPORT	APPR	OVA	LS		 	 	 		. 4
	2.2	Project	Status	Report	Templat	le			 	 	 		. 3
	2.1	Project	Status	Report	Details				 	 	 		. 3
2	PROJE	CT STA	TUS	REPORT	TEMP	LATE			 	 •••••	 		. 3
1	PROJE	CT STA	TUS	REPORT	PURP	DSE			 	 •••••	 		3

Project Status Report

1 PROJECT STATUS REPORT PURPOSE

The Project Status Report is a document that Project Managers may use as a means of formal regular reporting on the status of a project to key project stakeholders, including the Steering Committee, Project Sponsor, and Senior Manager.

2 PROJECT STATUS REPORT TEMPLATE

2.1 Project Status Report Details

- · Status of the Project
 - The project aims to create a system for Taal Vista wherein requests and complaints by guests can be tracked, recorded and analysed.
 - Early prototype has been created, and key diagrams have been designed. Also, the documentations have been established.
 - More in- depth UML diagrams are to be designed and prototype has to be further developed.
- Budget Report N/A
- Risk Management Report N/A
- Issues Report N/A
- · Project Recommendation
 - Development of application should be more organized and coordinated.
 Team members should be more involved in each other's work

2.2 Project Status Report Template

repared By:	Date:	Reporting Period:
Shaun Ibañez	11/20/17	11/20/17 to 11/26/17
Project Overall Status:		•
Revision of documents a before further development	nd diagrams based on the par nt of the system	nel's suggestions are required

Confidential Page 3 11/19/2017

Project Status Report

ilestone Deliverables	Due Date	% Completed	Deliverable Status
filestone 1			
 Migrating files to OneNote 	9/25/17	100%	On Schedule
 Setting-up repository for MCSPOJ 	9/25/17	100%	On Schedule
 Class Diagram, Communication Diagram and Object Diagram 	9/25/17	100%	On Schedule
 Acquire an adviser for the project 	9/21/17	100%	On Schedule
UML Diagrams	10/05/17	100%	On Schedule
Systems 50%	10/12/17	100%	On Schedule
• SRS	10/23/17	100%	On Schedule
Gantt Chart	10/30/17	100%	On Schedule
Backend	10/23/17	100%	On Schedule
• Wiki	11/09/17	100%	On Schedule
lilestone Deliverables schedule	ed for comple	tion over next peri	od
Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
 Dashboard 	12/22/17	70%	On Schedule
Mobile Application	12/22/17	30%	On Schedule

Project impact of milestone success or failure for project remainder

12/22/17

	From now until finals, more focus in the development of the system
orderar to the miore project.	development of the system

On Schedule

Objectives for Next Project Status Review

Revised Documents

More development with regards the system

PROJECT STATUS REPORT APPROVALS

Prepared by

Confidential Page 4 11/19/2017

Project Status Report

Shaun Mathew T. Ibañez Project Manager

Approved by

Jayvee Cabardo Project Advisor

APPENDICES

4.1 Document Guidelines

4.2 Project Status Report Sections Omitted

- Project Budget/Financial Status Project Risk Management Status Project Issue Management Status
- Related Project Information



Project Name: Request Tickets Management System

School of Computing and Information Technologies Department:

Focus Area: **Taal Vista Hotel** Product/Process: Android Application

Prepared By:

Project/Organization Role	
Project Manager	
Documentations	
Systems Analyst	
QA Staff	

Project Status Report Version Control

Version	Date	Author	Change Description
1.0	9/22/17	Shaun Ibañez	Document created
1.1	10/01/17	Shaun Ibañez	Second reporting period status
1.2	10/08/17	Shaun Ibañez	Third reporting period status
1.3	10/16/17	Shaun Ibañez	Fourth reporting period status
1.4	10/23/17	Shaun Ibañez	Fifth reporting period status
1.5	10/30/17	Shaun Ibañez	Sixth reporting period status
1.6	11/06/17	Shaun Ibañez	Seventh reporting period status
1.7	11/13/17	Shaun Ibañez	Eighth reporting period status
1.8	11/20/17	Shaun Ibañez	Ninth reporting period status
1.9	11/27/17	Shaun Ibañez	Tenth reporting period status

Confidential PSR- November 27.docx Last printed on 11/24/2017 9:39:00 AM

TABLE OF CONTENTS

		Project Status Report	
-	Confider	ential Page 2 11/2	4/2017
	4.2	Project Status Report Sections Omitted	5
	4.1	Document Guidelines	5
4	APP	PENDICES	5
3	PRO.	OJECT STATUS REPORT APPROVALS	5
	2.2	Project Status Report Template	3
	2.1	Project Status Report Details	3
2	PRO.	DJECT STATUS REPORT TEMPLATE	3
1	PRO.	DJECT STATUS REPORT PURPOSE	3

1 PROJECT STATUS REPORT PURPOSE

The Project Status Report is a document that Project Managers may use as a means of formal regular reporting on the status of a project to key project stakeholders, including the Steering Committee, Project Sponsor, and Senior Manager.

2 PROJECT STATUS REPORT TEMPLATE

2.1 Project Status Report Details

- Status of the Project
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- Budget Report N/A
- Risk Management Report N/A
- Issues Report N/A
- Project Recommendation
 - Development of application should be more organized and coordinated.
 Team members should be more involved in each other's work

2.2 Project Status Report Template

Date:	Reporting Period:
11/27/17	11/27/17 to 12/02/17
grams based on the pan	el's suggestions are required before furthe
were added in the dash	board
	grams based on the pan

Confidential

Page 3

11/24/2017

Project Status Report

Milestone Deliverables	Due Date		Deliverable Status			
Milestone 1						
 Migrating files to OneNote 	9/25/17	100%	On Schedule			
 Setting-up repository for MCSPROJ 	9/25/17	100%	On Schedule			
 Class Diagram, Communication Diagram and Object Diagram 	9/25/17	100%	On Schedule			
 Acquire an adviser for the project 	9/21/17	100%	On Schedule			
UML Diagrams	10/05/17	100%	On Schedule			
System 50%	10/12/17	100%	On Schedule			
• SRS	10/23/17	100%	On Schedule			
Gantt Chart	10/30/17	100%	On Schedule			
Backend	10/23/17	100%	On Schedule			
• Wiki	11/09/17	100%	On Schedule			

Milestone Deliverables scheduled for completion over next period

Milestone Deliverables	Due Date	% Completed	Deliverable Status
Milestone 1			
Dashboard	12/22/17	75%	On Schedule
Mobile Application	12/22/17	30%	On Schedule
Revised Documents	12/22/17	90%	On Schedule

Project impact of milestone success or failure for project remainder

Developing the actual system which is	From now until finals, more focus in the
crucial to the whole project.	development of the system

Objectives for Next Project Status Review

More development with regards the system

Project Status Report 3 PROJECT STATUS REPORT APPROVALS Prepared by Shaut Mathew J. Ibañez Project Manager Approved by Jayvee Cabardo Project Advisor 4 APPENDICES 4.1 Document Guidelines 4.2 Project Status Report Sections Omitted • Project Budget/Financial Status • Project Risk Management Status • Project Issue Management Status • Related Project Information	Confide	ential Page 4	11/24/2017
3 PROJECT STATUS REPORT APPROVALS Prepared by Shaum Mathew J. Ibañez Project Manager Approved by Jayvee Cabardo Project Advisor 4 APPENDICES 4.1 Document Guidelines 4.2 Project Status Report Sections Omitted Project Budget/Financial Status Project Issue Management Status Project Issue Management Status		Project Status Report	
Prepared by Snaul Mathew 1. Ibañez Project Manager Approved by Javvet Cabardo Project Advisor 4 APPENDICES 4.1 Document Guidelines 4.2 Project Status Report Sections Omitted Project Budget/Financial Status Project Risk Management Status Project Issue Management Status Project Issue Management Status		- Forest Children	
Approved by Lawre Cabardo Project Advisor 4 APPENDICES 4.1 Document Guidelines 4.2 Project Status Report Sections Omitted Project Budget/Financial Status Project Risk Management Status Project Issue Management Status Project Issue Management Status	3	PROJECT ŞTATUŞ REPORT APPROVALS	
Approved by Lawre Cabardo Project Advisor 4 APPENDICES 4.1 Document Guidelines 4.2 Project Status Report Sections Omitted Project Budget/Financial Status Project Risk Management Status Project Issue Management Status Project Issue Management Status	Dranar	nd by Roward	
Approved by Javvee Cabardo Project Advisor 4 APPENDICES 4.1 Document Guidelines 4.2 Project Status Report Sections Omitted • Project Budget/Financial Status • Project Risk Management Status • Project Issue Management Status	riepai	Shaun Mathew T. Ibañez	
4 APPENDICES 4.1 Document Guidelines 4.2 Project Status Report Sections Omitted Project Budget/Financial Status Project Risk Management Status Project Issue Management Status		Project Manager	
4 APPENDICES 4.1 Document Guidelines 4.2 Project Status Report Sections Omitted Project Budget/Financial Status Project Risk Management Status Project Issue Management Status			
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4.2 Project Status Report Sections Omitted Project Budget/Financial Status Project Risk Management Status Project Issue Management Status	4	APPENDICES	
4.2 Project Status Report Sections Omitted Project Budget/Financial Status Project Risk Management Status Project Issue Management Status			
Project Budget/Financial Status Project Risk Management Status Project Issue Management Status	4.1	Document Guidelines	
Project Budget/Financial Status Project Risk Management Status Project Issue Management Status			
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Confidential Page 5 11/24	Confide	ntial Page 5	11/24/2017

7. Review of Quality Plan

The quality plan would be reviewed every 3 months. However, if in a month, a lot of errors were present, a quality plan should be reviewed every month.

8. Document and Record Control

The request tickets created would be stored in a database. The department heads can view all the created tickets and which employee handled it. The data then is stored in a database and department heads can easily look up the records saved on it.

The Quality Plan and Data Management Plan will be issued to all members of the consortium.

Project Progress Reports will be issued to the following:

- Jayvee Cabardo RTMS Adviser
- Manuel Sean Sanchez CSPROJ Adviser

9. Documented Procedures

Give the references of any in-house and/or published methods or procedures used during the project. References need not include the issue/version number, providing that staff are informed separately of modifications to Procedures. Otherwise, provide a basic resume of methodology with an indication of how it will be archived for future reference. Any centrally administered documents that relate to quality assurance should also be referenced.

10. Additional Information

Unless included in associated technical procedures, any other information that has direct relevance to the quality of the product or service being provided should be included in the Quality Plan. This could include [add or delete as necessary]:

- (a) special requirements for the procurement of services or goods, including subcontractors;
- (b) additional procedures and controls for the review and verification of deliverables or other documents;
- (c) special requirements for the identification and traceability of products, including, where applicable, the traceability of staff performing specific duties;
- (d) special criteria for identifying the status of inspection and test products;
- (e) minimum qualifications, training or experience required of staff to undertake certain activities, or any specialist staff training;
- (f) process control requirements, including monitoring of activities;
- (g) special procedures for the handling, storage, packaging, preservation and delivery of product;
- (h) requirement for servicing of a product for which ongoing maintenance is required;
- (i) specialist statistical techniques required.

Prepared by:	Date: 11/30/17
Krisper Jane H. Bariuan	
Shaun Mathew T. Ibañez	
Zian Denisse G. Vertudes	
Buena Alexey Y. Talosig	
Checked by: Name	Date:
Approved by: Name	Date:

Appendix *YY*:

Data Management Plan Request Tickets Management System

1. Data Managers

Project Data Manager: Shaun Mathew T. Ibañez

Sub-project data managers: Krisper Jane H. Bariuan

Zian Denisse G. Vertudes Buena Alexey Y. Talosig

2. Data Management System

The created tickets will be stored in a database and the department heads can view all the created tickets and report analysis of it.

3. Meta-data

The data dictionary:

Attribute	PK/FK	Data Type	Description
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Guest			
id	PK	INT	Customer's primary key
firstName		VARCHAR(45)	Customer's first name
lastName		VARCHAR(45)	Customer's surname

Room			
id	PK	INT	Room's id
roomno		INT	Room number used in
			operations.

		Check	k_in
id	PK	INT	Check in's primary key
guest_id	FK	INT	Customer id of customer that checked in
room_id	FK	INT	Room id where customer checked in
check_in		DATE	Date and time of customer's check in

check_out	DATE	Date and time of customer's check out
status	VARCHAR(15)	Status of the guest's check-in

	Department		
id	PK	INT	Department's primary key
name		VARCHAR(45)	Department's name
description		TEXT	Brief description about the
			department

		Category	
id	PK	INT	Category's primary key
department_id	FK	INT	Department id. a category is connected to a department
name		VARCHAR(45)	Short name for the category. Wifi, pillow, towel etc.
desc		TEXT	Short description about the category

		Employee	
id	PK	INT	Employee id
firstName		VARCHAR(45)	Employee's first name
lastName		VARCHAR(45)	Employee's last name
level		INT	Employee's hierarchical level in
			the company
department_id	FK	INT	Department where employee is
			assigned

_		Ticket	
id	PK	INT	Ticket's primary key
status		VARCHAR(45)	Ticket's status
time_open		TIMESTAMP	Time when ticket is created
time_close		TIMESTAMP	Time when ticket was closed
level		INT	Escalation level that the ticket
			reached before it was closed
description		TEXT	Description of the request or
			complaint
check_in_id	FK	INT	References a check in
employee_	FK	INT	Employee assigned to respond
responsible_id			to the ticket
category_id	FK	INT	Categorization of the request or
			complaint
employee_create	FK	INT	Employee(front desk) who
id			created the ticket

Transcript

id	PK	INT	Transcript's id
ticket_id	FK	INT	Ticket has many transcript
description		TEXT	Transcript description
time		TIME	Time of the transcript

Quality Plan For: Request Tickets Management System